

BEC ConstantCare extended warranty service provides you with a high level of support & protection for your 4G/LTE device investments. Along with optional BECentral Proactive Cloud Management Suite, ConstantCare underscores our commitment to consistently anticipate and meet your service deployment needs. It also provides essential service elements available to you throughout a product's service life cycle. When you choose the ConstantCare Service Plan you will find that the cornerstone of our service is very simple - increase the return on your investment and extend the operations of your equipment.

KEY BENEFITS:

- **Designed for carriers & managed service providers**
- **Stay up-to-date with latest features and upgrades**
- **Minimize down time due to device failure**
- **Reduce troubleshooting time and support costs**
- **Easy access to technical resources**
- **Customer service that knows your network**

The BEC's ConstantCare Extended Warranty Service includes:

>>Express RMA and Advanced Replacement

While BEC warrants reliable products that are free from defects, occasionally failures do occur for various reasons. To minimize down time and service interruptions, BEC ConstantCare will repair or ship a replacement unit to the customer within one to three business day(s) from the time of report without waiting for the defected unit to be returned. For details about BEC's Warranty & RMA policy, please visit www.bectechnologies.net/RMA.

>>Assigned Account Technical Support Engineer

A trained Technical Support Engineer will be assigned to manage all of your technical requests. The ConstantCare Representative will be trained to be familiar with your network, firmware and product needs.

>>Software upgrades, fixes and features enhancement

It is BEC's commitment for continuous innovation and development of new features to its products as the technology and markets advance. This service extends the life span of the LTE devices and ensures you have the latest functionality. Whenever there is a major release of software or firmware you will be notified via email of the latest software features and enhancements.

>>Guaranteed Trouble Response Time – 24 hours

ConstantCare offers a 24-hour Response Time Guaranteed for all support requests sent via email or through the BEC Support Ticketing system. Your request will be received immediately and attended by an assigned Technical or Customer Service Representative within 24 hours of the request.

The BEC's ConstantCare Extended Warranty Plan Comparison:

CONSTANTCARE EXTENDED WARRANTY PLAN COMPARISON	STANDARD	EXTENDED	EXTENDED
	1 Year	2 Year	3 Year
TECHNICAL SUPPORT			
Access to BEC Technical support via email, web or phone 8x5 (8am to 5pm CST)	✓	✓	✓
Latest software/firmware releases	✓	✓	✓
Product release notes	✓	✓	✓
Training Documentation Updates	✗	✓	✓
Assigned Technical Support Engineer	✗	✓	✓
HARDWARE REPLACEMENT			
Standard Replacement (5 Business Day)	✓	✓	✓
Advanced Replacement (2-3 Business Day)	✗	✓	✓
Expedited Replacement (1 Business Day)	✗	✗	✓
ENHANCED SUPPORT			
Guaranteed 24-hour response time	✗	✗	✓

The BEC's ConstantCare Extended Warranty Part Numbers:

SERVICE NAME	MX-200/6300VNL/8920 3-Year Extended Warranty	MX-200/6300VNL/8920 2-Year Extended Warranty	MX-1000 3-Year Extended Warranty	MX-1000 2-Year Extended Warranty
PART NUMBER	EW-3YR-M2	EW-2YR-M2	EW-3YR-M1	EW-2YR-M1

For more information on BEC ConstantCare plans and availability, please contact your technical service or sales representative for a quote on this service.